CLAIMS

I claim:

1.   In an internet communication environment, the improvement comprised of a combination of a chat function with a browser leading function.

5   2.   A communications process comprised of the following steps: a user clicks on a special hyperlink button on a website; the user is connected via the hyperlink to begin a real-time dialogue with a live sales or service person; the service person answers questions, makes sales or leads user to any desired location on the web.

3.   A real time internet communications system, the system comprising an
10   iSession service 10, a website 11, one or more support Agents 13, and a User 14, wherein an Agent logs in (arrows 1) to the iSession service 10, while User 14 is browsing (arrow 2) the website 11; User clicks on iSession hyperlink on the site and is directed (arrow 3) to the iSession cloud 10, where User 14 is placed in a queue while the iSession switching cloud notifies (arrow 3) logged in Agent 13 that a User
15   has made a Request via the link; the cloud 10 distributes (arrow 14) an iSession Java client application to User 14; when the Agent responds to accept the 'call' from the switching cloud, both the Agent and the User are placed (circle 5) into an iSession channel 12 to collaborate.